

**Frequently Asked Questions
Regarding the Public Safety Information System RFP
Last Updated 6/28/2006**

1. General

DEADLINE FOR PROPOSALS HAS BEEN EXTENDED TO JUNE 30, 2006. THE CITY OF GREENVILLE MUST RECEIVE ALL PROPOSALS BY 5:00 PM LOCAL TIME.

Is the RFP document available in MS Word format? **Yes. Please request a copy via email.**

Will addenda or City responses be provided by email or download from City Website? **Any official addenda to the RFP document will be provided on the City of Greenville website. Answers to questions regarding requirements will be provided to the vendor in email and will be incorporated in this document as well. General questions will be summarized in this document on an ongoing basis as they are fielded.**

Will there be any sort of pre-bid conference for the Public Safety Information System RFP to allow vendors to ask questions, tour the facilities and meet the selection committee? **No. However, vendors can ask questions at any time during the process. We will evaluate the RFP responses to determine the best fit software vendor. Vendors that best meet our requirements will be placed on our vendor selection "short list". Vendors selected for the "short list" will be asked to give an in-depth demonstration at our facility. During this time, the vendor will be given the opportunity to ask questions, meet the selection committee as well as tour our facility.**

What is the budget for this project? **Not to exceed \$2mm.**

The budget amount identified takes in consideration all aspects of the project including procuring the Integrated Public Safety System software, necessary hardware and implementation services.

Can you provide an estimated date for project implementation? **4Q 2006**

When will vendors be asked to perform demonstrations? **Best estimate would be mid July 2006.**

Will the vendor be responsible for providing pricing for hardware and 3rd party software? **No. However, the vendor is responsible for indicating all hardware and software needed to make their solution work.**

Does the City have a preference over SQL Server or AS/400 DB/2? **We prefer AS/400 DB/2 but will accept both types of databases.**

Will all database servers (i.e. CAD and RMS) will be located at the Communication Center? **These database servers are currently located in a central area maintained by**

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the IT department. Our Communication Center is where all CAD operations are based, but this is not where the servers are located.

What is currently installed products?

Sungard HTE CAD (CAD400 v. 6.0)

Geographic Technology Group (LGDispatch v. 1.1.586)

Sungard HTE Law Enforcement Reporting (CRIMES v. 6.0)

Sungard HTE Fire/EMS Management (FIRES v. 6.1)

Geographic Technology Group (LGCrim v. 1.1.245)

Current agency statistics:

Total CAD Calls For Service for 2005 = 71,897

Expected Calls For Service growth = 5%

Total Fire calls for 2005 = 3,062

Total Law Enforcement cases for 2005 = 2,075

Total EMS calls for 2005 = 9,285

Please clarify the items listed as required vs. optional modules with reference to the Single Jurisdiction Law Enforcement Records Management core software application. **The Single Jurisdiction Law Enforcement Records Management core application list sub-items indicating these items are required. It is our intent to identify exactly what we require to fully meet the needs of our users. We understand that not all RMS will provide such functionality as a part of their base package. This functionality could be a part of a base RMS, provided as an optional module, or supplied by a third party vendor. We need to know how your proposed solution will provide this overall functionality as a whole. If you refer to the Records Management System - General Requirements section (pages 80 - 81), question # 34 specifically addresses this fact. The wording states "the following optional modules must also be available" which indicates they are required items and therefore not proving to be a contradiction to the items listed on page 5 section 2 for the Single Jurisdiction Law Enforcement Records Management core application requirements. As noted in this document, the vendor is not required to provide pricing for third party software. However, they are responsible for indicating all additional software needed to make their solution work.**

2. Computer Aided Dispatch

How many CAD licenses will be required for Call Takers and Dispatchers? **10**

How many CAD workstations will require interface to DCI/NCIC? **10**

Will there be any dedicated Testing/Training workstations requiring CAD license? **No.**

Will there be any hot stand by/disaster recovery workstations requiring CAD licenses? **No.**

How many CAD supervisor workstations will be required? **1**

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What TDD device is the City currently using? **Superprint by Ultratec**

Will the City accept a fault tolerant CAD server solution, or is a two server redundant solution mandatory? **We would accept either of the proposed solutions as long as it guaranteed 24x7 availability.**

What Tone Encoding Hardware is the City currently using? **Each station is equipped with a Motorola CDM 1250 standalone communications unit.**

Will the Police Department dispatch the Fire and EMS services? **No. Our CAD only dispatches our Police. The County dispatches our Fire/Rescue. All E-911 calls originate with the County.**

How many Fire stations will be supported? **6**

3. Current CAD-Police Operational Environment

The Police Department currently uses Sungard HTE's CAD/400 system. This CAD system runs on an IBM AS/400 with a separate smaller AS/400 configured as a redundant system. The CAD system does have some integration with the current RMS (CRIMES) also provided by HTE. The City of Greenville is not a Public Safety Answering Point and does not take E-911 calls directly. Emergency 911 calls all originate from Pitt County E-911 system and are routed to our communications center. Our communications center dispatches only Police department personnel at this time. All Fire/Rescue units are dispatched via the Pitt County E-911 system. There are 16 Telecommunicators (4 per shift) and 1 CAD Supervisor currently staffing the Communications center. Each Telecommunicator is trained to perform all call taking and dispatching functions routinely rotating job function on a scheduled basis. In addition to their normal duties, all communications personnel perform a variety of administrative tasks. Some of these tasks include validating outstanding warrants, faxing documentation to the magistrate's office for booking, performing various DCI/NCIC searches for officers. Officers in the field do not have the ability to perform all types of searches. Each of the CAD workstations are equipped with Omnixx Force software used for performing DCI/NCIC/DMV searches. Another product, called LGDispatch, is used to provide an interactive map displaying the location of all active calls for service. It is not directly used for call dispatching but rather for providing location assistance to the officers. Communication with the 125 Police units in the field is done over a Motorola Centracom Series II radio network. Inside of each Police unit exists a trunk mounted Motorola VRM600/850 RF modem. Each Police unit is equipped with a car-mounted Panasonic Tough Book laptop computer that communicates serially to the RF modem providing the network connectivity. The RF modem, laptop and Sungard HTE's Mobile Data Terminal (MDT) application software comprises a complete mobile solution. Basic messaging is supported as well as the ability to perform DMV searches against license plates is performed directly from the patrol unit, again relying solely on the North Carolina Criminal Justice Information Network (CJIN) to complete such requests without the assistance of a Telecommunicator. Currently, field reporting is done using a third party form processing software called

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Omniform. Officers complete the incident in the field and either save the document to disk, a network file share or print it directly to a printer. The paper incident copy is then scanned into a centralized document management system by Police department administrative staff. The City has implemented some wireless applications for the Traffic Services department. This department consists of 10 Police units. These units utilize the Sprint CDMA wireless service in our area for network connectivity. We have implemented the eCitation software, based on the pilot project done by Cumberland County with the North Carolina Administrative Office of the Courts, which allows non-arrestable offenses to be made directly available to the Clerk of Court's Office. Communication is directly with the AOC server located in Raleigh, NC.

4. Current Fire/Rescue Operational Environment

Dispatching of Fire/Rescue units is currently a function of the Pitt County E-911 system. We receive call for service notifications from the County E-911 system by means of a standalone Motorola CDM1250 radio at each station. This radio unit emits the tone alerts followed by the basic call information. The Fire/Rescue alerting system currently consists of various types of communication such as pager, radio and mobile phones. The City has 6 Fire stations and total personnel numbering around 143. The Sungard HTE Public Safety Fire/EMS module provides the existing Fire/Rescue RMS system. The system provides Fire Incident Reporting, Fire Prevention, Fire Resources Activity Tracking, Emergency Medical Services, Daily Rosters, and Personnel Management. However, the City only utilizes a subset of these applications. Fire Incident Reporting is the main function that is performed using the FIRES enterprise suite of applications. Personnel training & tracking is provided by an in-house developed application. It is used to schedule and keep track of basic training for all of the Firefighters and EMS Technicians. Each station Captain is responsible for entering the Fire Incident call information promptly after all units on the Call For Service have cleared. Call For Service information is retrieved from the County's E-911 system via a custom interface. This interface continuously polls for available data and places it on our system using standard File Transmission Protocol. Captains can then review each Call For Service and immediately load them into the FIRES Incident Reporting application.

Personnel staffing assignments are done manually using hard-copy rosters. The City has an in-house written front end for entering payroll data into Sungard HTE's Payroll module. Payroll administrators handle the day-to-day operations such as scheduling and updating the Fire/Rescue personnel's work time with the aid of attendance cards.

Fire Engines and EMS units have mobile computers that provide access to applications such as EMSPro and Mobile GIS for Fire/Rescue. EMSPro is the EMS application used exclusively by the EMTs while handling all EMS incidents. All information regarding the EMS incident including specific patient care information is entered into this application. The EMSPro application is used strictly in a batch operation mode. Call data is stored on the mobile computer where it is uploaded to a central server via cradling when the unit returns to the station or at the end of the shift. Eventually, this EMS call for service

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information is then interfaced with the Ortivus Sweet-Billing application for billing purposes. The Mobile GIS application is a custom in-house written application that provides hydrant information within a 2-block radius and any pre-fire plan information that is available for the CFS address. Fire/Rescue personnel use this information as well as other hard-copy sources to prepare for handling the call for service.

Fire Inspections are managed using Sungard HTE's Fire Prevention module. Inspections are maintained and scheduled annually with some types having an inspection rotation of every 2 years. Route sheets are generated by address for geographic areas of the city. Inspectors are assigned to these geographic areas of the city and perform inspections in the field by means of a paper inspection form. Based on inspection results, a re-inspection date may be set. Once completed, a copy is given to the customer and the original is scanned into the Document Management system. The fire inspection form also serves for permitting in some cases.

5. Document Management

Is the City interested in a new full fledge Document Imaging System or a simple method to incorporate digital documents as part of the incident record in the RMS system? For instance the possibility to use a scanner to convert paper documents into digital files and then being able to import these files within the Law RMS. **The City is not interested in a new Document Imaging System. We have one today and it is currently being used to scan in documents exactly as described above. We use the Hummingbird Enterprise DM document management system.**

6. GIS \ Geofile

Must the vendor provide a new Geofile or will the existing Geofile of the City will be reused (integrated)? **The City's existing Geofile will be used.**

In what format is your Map Data currently stored? **We use ESRI GIS software such as ArcInfo and ArcGIS. Our live GIS data is in a SDE (Spatial Data Engine) format. We export this data on a daily basis to Shapefiles to be used by CAD.**

7. Licensing Summary

	Number of Seats	Number of People	Concurrent Users
Dispatch	10	16	6 (Includes Supervisor)
Calltaker	All are considered Telecommunicators and perform both roles.	See note	See note
Law Enforcement	60	60	30

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Jail Management	N/A	N/A	N/A
Mobile	150	Law = 125 Fire/Rescue = 25	75
Field Reporting	150 All mobile units.	Law = 125 Fire/Rescue = 25	75
Fire RMS	45	90	35
EMS	All are considered Fire/Rescue which includes EMS	See note	See note
RMS Browser	105	Law = 60 Fire/Rescue = 45	105

8. Records Management System

How many licenses will be required? (Concurrent) **105 (65)**

Law Enforcement – 60 (30)

Fire/Rescue – 45 (35)

Will the City accept a fault tolerant RMS server solution, or is a two server redundant solution mandatory? **We would accept a fault tolerant RMS server solution if it met our needs fully.**

9. Mobile Applications

How many mobile licenses will be required? **150**

Law Enforcement – 125

Fire/Rescue – 25

How many field reporting licenses will be required? **150**

Law Enforcement – 125

Fire/Rescue – 25

What mobile application(s) are currently in place?

Sungard HTE Mobile Data Terminal v. 5.8C

eCITATIONS 2.3.241 by Interplat Solutions

Omnixx Force

Zoll Data Systems EMS Pro

What mobile technology connectivity infrastructure is being used? **Radio based using proprietary Motorola RF transmission protocol. We use the North Carolina Criminal Justice Information Network for RF communication. We have a few (10) Police units using CDMA wireless technology.**

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What software is currently used for DCI/NCIC? **Omnixx Force (v. 1.00.019.011) by Datamaxx Group**

Will the City keep the Datamaxx solution for NCIC access or would like to implement a new server switch software and clients in the mobile environment. **The City would not keep the Datamaxx solution for NCIC access in lieu of having the server switch software and clients in the mobile environment.**

What is your field reporting product? **We use Omniform v. 4.0/5.0 to collect and print form based data.**

Is your field reporting function through the use of Omniform integrated to the HTE RMS system? In other words, can officers electronically submit their reports to their Supervisors and open the report in the HTE Crimes or what is transfer is merely a file that requires Omniform at the other end to display the report information. **No. Our current field reporting function is not integrated into the HTE RMS system. The City uses Ominiform to provide data entry for various reports in the field. This data is collected, printed and then submitted to the Records department for manual data entry into our existing HTE RMS.**

Does the City have existing in-car mobile AVL hardware? **No. We are interested in having this capability in the future.**

Would the City want mapping software to be included or optional in the offer for mobiles? **The City would prefer to have mapping software included. We would like for this software to combine mapping along with crime analysis capabilities.**

You have indicated that you use the NC eTicket program. Is the user typing the information directly into that system? If so, then why is even this section listed? **Yes, our officers are entering data directly into NC eCitations. The future of eCitations is not clear as it is maintained by an external agency. In order to get the best, most comprehensive software package that meets our current needs, we need to include functionality that could serve as a replacement to this software.**

10. Training

How many users will need to be trained? **121**

CAD – 16

Law Enforcement – 60

Fire/Rescue – 45

Mobile Users (Each department may use train the trainer approach.)

Are training facilities available? If so how many workstations are available? **Yes. We have a small training facility with 10 workstations. This facility has 1 instructor workstation with a projector. We have a conference room available to accommodate up to 25 people but no workstations.**

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Is there a preference for training? **The City prefers instructor based group training vs. “Train the Trainer” approach. However, due to the number of people that require training and the preference of each department, some “Train the Trainer” may be utilized.**

Would the City accept training using a train the trainer approach for all records products (Law and Fire). **It depends on the complexity of the product and the availability of the people being trained. For example: Law Enforcement mobile application users will be trained using the train the trainer approach. Users of the CAD and RMS would require instructor based training.**

11. Mug Shot System \ Bookings

Please describe your mug shot system including data size, vendor, imaging & booking software and current number of workstations:

Motorola Printrak & Livescan v. 4.0

Size of database = 15,087 records with images (TIFF format)

1 capture workstation

2 investigative workstations for mug shot searches and inquiries

The City does use the Livescan system for bookings. The data is automatically sent to NC SBI upon retrieval. However, we do not have any facilities to house the arrestees. The arrestees are immediately taken to the County detention center.

Is the City looking for a total replacement of the mugshot system? **The City currently has a mugshot system. We use the Motorola Printrak/Livescan for this purpose today. We would like for the proposal to include a new mugshot system if it is part of an integrated solution.**

The vendor is only required to specify the hardware specifications for replacement of the mugshot system. As stated before, the vendor is not responsible for providing pricing for 3rd party hardware and software. The vendor must identify all hardware and software needed to make their solution work.

Would the City like to replace completely your existing Printrak/Livescan ver. 4.0 system or would be open to accept an interface that link the existing system to a proposed Law Records Management (RMS) system? **The City would accept a replacement for this system if it was part of a completely integrated system. However, we would require an interface to link our current Livescan system to the Law Records Management (RMS) system if a completely integrated replacement could not be provided.**

Does the City require that the records management system have bookings functionality. Do you perform bookings at the Police department (i.e. temporarily detention/arrest) and if so, how many Cells or beds does your detention facility has? **We do perform bookings at the Police department. We have no facilities for temporary detention though.**

If arrestees are immediately transported to Pitt County, why the need for ID badges?

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We do not create ID badges for arrestees. We use the same equipment to produce ID badges for our officers. As it is today, this requirement is not solely for arrestees.

If you do need ID badges, do you already have the necessary printer, cards, etc. in place?
Yes, we do have this requirement met today.

12. Network\LAN\WAN

Describe you network connections for the Police and Fire departments? **Both the Police and Fire departments are connected via an IP based Ethernet network with a gigabit connection speed.**

Are there any remote sites supporting Police or Fire\Rescue? **Yes. They are all connected via a fiber optic network.**

Is a Windows domain in place? If so what version is it? **Yes. Windows 2003.**

Does the City have an existing backup solution that can be used for this implementation? **Yes. We use STORServer and feel that it would suffice for this implementation.**

Does the City have an existing SAN solution? If so, how much free space is available? **Yes we have a SAN. There is 1 TB of storage available.**

13. Customer References

Regarding customer references of “similar installations”: Does this mean that vendors are to provide North Carolina specific references or any references in any state of similar size to the City of Greenville? **We want references for North Carolina and other states as well. However, we only want references for cities that closely match our size.**

14. Pawn Shop Interface

The City accepts pawn shop data in electronic format from the following software applications:

PawnDex by Teknon, Inc.

PawnMaster by Data Age Business Systems, Inc.

15. Questions Regarding Requirements

15.1. Security Requirements

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Q. 5 Ability to display any announcement (security or other) on the banner screen prior to login.

Define banner screen. Banner screen is defined as a “common” message screen that all users see initially when they sign on.

15.2. CAD General Requirements

Q. 51 The CAD Call Control Panel must allow users to customize the tool bar.

Define CAD Call Control Panel. The CAD Call Control Panel is the same as the CAD Call Taker screen.

15.3. Reports

Can the City provide samples of each of the types of reports being requested OR provide a list of fields that each report will include?

We will provide samples and/or a list of fields for each report.

15.4. RMS General Features Requirements

Q. 31 Software must be UCR and IBR compliant as well as support Internet-based reporting.

Please define Internet-based reporting.

The system should allow users to perform routine reporting or allow basic RMS access via a web browser interface.

Q. 34 The following Optional Modules must also be available:

Does the City want pricing for Civil Processing and Gun Permits?

As an optional module we do not want pricing for such.

15.5. Arrest Record Requirements

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Q. 7 The software must have the capability to upload court dispositions from the Clerk of Court.

What application is the Clerk of Court using? Researching.

Is a programming API available? Researching.

What level of connectivity is available between the Clerk's office and the City's servers? Researching.

15.6. Crime Reporting Requirements

Q. 1 The software must provide the ability to produce a file for submission to: State Police via Internet.

Please define the files and/or submissions that the City would like to send to the State Police via Internet?

The City would like to send Incident Based Reports (IBR Level III) and Uniform Crime Reports (UCR) to the North Carolina State Bureau of Investigation Department of Criminal Information. This process currently consists of generating a diskette file and manually uploading to the NC SBI website sbi2.jus.state.nc.us. Specifications for collecting crime data in this format can be found in the document IBR Level 3 Submissions Specifications located on the NC SBI website.

15.7. Orders of Protection

Q. 2 The software should have the ability to import orders of protection from the County.

We want to import orders of protection data into our system via an electronic file. We prefer not to communicate directly via APIs with any external system. A list of desired order of protection data elements will be provided.

15.8. Pawn Shop

Q. 4 The software must import data from local pawn shops.

In what format(s) is the data currently available? Can samples be provided?

The pawn shop data format and a sample will be provided. Currently we collect this data via diskette from the local pawn shops and upload it to our system using a custom application.

15.9. Fire Records Management – General Requirments

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Q. 34 The current Engine, Squad, or other vehicle location must be available to the other Fire Department stations.

We want to monitor the physical locations of units, know their availability and send the closest and most appropriate unit(s) in order to provide the best and fastest care available. Fire stations would also want to know where what units have been dispatched.

Q. 35 The system must be capable of redisplaying a Fire Department officer's inquiries into the CAD E911 Dispatch system by specifying the type of inquiry (i.e. building information), and the from-to dates and times.

Please explain or elaborate on what is meant by this requirement.

The system must provide a type of log that shows inquiries into the CAD Call For Service database by at least data table (or function), user, date and time. This is necessary for policing access to sensitive CFS information. We would want to see who was accessing and for what reasons for some data sensitive cases such as an ongoing criminal investigation, or where it may contain confidential medical information. Some building files will also contain rather private emergency contact numbers and home numbers that we have a duty to protect to the best of our ability.

15.10. Report and Query Requirements

Q. 29 Ability to schedule reports to be automatically created and distributed via email, FTP and/or SMTP without the need for conversion.

Is the requirement to interface to the existing email system? If so, what is the current email system?

The City would like to have the scheduled reports interface directly with our Lotus Notes email system for automatic distribution.

15.11. EMS General Requirements

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Q. 23 The system must have the ability to perform call routing. It should insure that the correct workflow based on each call type is adhered to. There must be some type of call review and quality assurance checking to insure that calls are completed in a timely and accurate manner. Deficiencies within the call routing cycle are identified by alerts. The various users may have a call returned for their review or correction. There should be an administrator that can manage a call at all levels of the routing. The administrator must have the highest level of authority to manage calls and there routing structure.

Is “call routing” referring to actual 911 calls or incident reports?

It refers to the EMS incident reports. The reports are routed, reviewed (corrected if necessary) and then approved before being closed out.

15.12. EMS Crew Requirements

Q. 39 Crew / shift information must include the following items: Field Information

What is the City’s definition of “Field Information” and how is it used?

It is non-essential information. We currently don't use it.

15.13. CAD Call Taker Requirements

Q. 19 – 22 These 4 items address EMD software. Do you currently have any EMD software in place? (i.e. Pro Q & A, etc).

No, we do not have EMD software. We do not dispatch EMS and it is not used for Police.

You have stated that you DO NOT dispatch Fire and EMS, and yet there are items throughout the entire RFP that include dispatching Fire and EMS.

We do not currently dispatch our Fire and EMS, therefore we do not have any EMD software. We may need to dispatch our Fire and EMS in the future and realized it would be prudent to evaluate software packages with that capability.

15.14. CAD Dispatching Requirements

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Q. 4 The system must provide the option to setup a dispatch position as Law Enforcement only, Fire only, EMS only, combined Fire and EMS, or combined Law Enforcement, Fire and EMS.

Please clarify.

There are certain Call For Service types that the dispatch software must recommend combined units. For example, a house fire dispatches the combination of Fire and EMS units.

15.15. CAD Integrated 911 System

Q. 7 (L) Please explain 'Unlimited Filter Capability'

We would like the ability to apply a number of filters to the validation check so that the numerous results can be reduced to a much smaller set. Also, there are times when you need to implement a specific filter for some operational reasons. The term "unlimited" is misleading, however applying multiple filters is quite common.

15.16. CAD ORI Maintenance

Q. 1 Please re-word

The requirement should have read like the following: The software must be able to maintain all ORIs, including operating ORIs and reference ORIs.

We need to be able to maintain all Originating Agency Indicators.

Q. 3 What is meant by Maximum Juvenile Age? (this is typically state-driven, not ORI driven)

The Maximum Juvenile Age is mandated by the state. I am still researching why this would be associated with each Originating Agency Identifier. It may be required for Uniform Crime Reporting, which is based on the ORI.

15.17. Case Management

Q. 7 Please provide the specs/details for the importing of data from the Clerk's Office

At this time we do not have specifications on defining this interface in detail. However, we are confident that obtaining data from this external source can be achieved. We are interested in the vendor's mechanism and software capabilities (Application Program Interfaces) that are available to merge such data into their system.